



National Fire Academy/Emergency Management Institute

Welcome Package

National Emergency Training Center

July 2013



FEMA

NETC WELCOME PACKAGE
for the
National Fire Academy
and
Emergency Management Institute

The information provided is to help you plan your trip to the National Emergency Training Center. Even if you've taken classes at NETC previously, please read it carefully. **The procedures may have changed since you were here last, and you will be responsible for complying with the current procedures.** It is suggested that you provide a copy of the "Contact Information" to your family and office staff in case they need to contact you **while you are here.** Although friends or family **cannot** be provided lodging on the NETC Campus, they are welcome to attend NFA graduation. Please contact Security before their arrival for current security protocol required for their entry to NETC campus.

If you have any questions, you may call us at either 800-238-3358 or 301-447-1000. When you reach the operator, ask for the appropriate extension:

- ▶ Housing/Transportation: x1048/1113
- ▶ Admissions: x1035
- ▶ Food Service (Guest Services): x1551
- ▶ Security: x1111
- ▶ Security (TTY/TDD): x1182

You may send an email to:

- ▶ Housing/Transportation: FEMA-netc-housing@fema.dhs.gov
- ▶ Admissions: NETCadmissions@fema.dhs.gov
- ▶ Food Service: NETC-Cafeteria@fema.dhs.gov
- ▶ Security: Security-NETC@fema.dhs.gov

If you need to fax information to any of the following offices, please note the following fax numbers:

- ▶ Housing/Transportation: 301-447-1324
- ▶ Admissions: 301-447-1441 (NFA); 301-447-1658 (EMI)
- ▶ Food Service: 301-447-6944



FEMA

National Emergency Training Center
16825 South Seton Ave.
Emmitsburg, MD 21727

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SECURITY

Due to increased security precautions, students should bring two forms of photo identification to campus. **PLEASE HAVE THEM WITH YOU, NOT IN YOUR LUGGAGE!** If you do not have the photo IDs, you will not be permitted on campus. Security checks will delay your registration at the NETC.

If you are a student from a foreign country, please be prepared to show your passport or visa at registration.

FIREARMS: Prohibited on campus!

Due to heightened security requirements, please understand that security and law enforcement personnel may search you, your vehicle or your luggage. Maryland law is very narrow in its definition of law enforcement officers who may carry firearms. For your own protection, and to expedite your processing into the NETC, **do not bring weapons of any kind to campus.** Weapons include knives with blades longer than 3 inches, machete, bow and arrows, ammunition, rifles, shotguns, pistols, etc. Sworn/Commissioned and State Peace Officer Standards and Training certified officers and federal officers or local officers with concurrent jurisdiction who require a firearm for the performance of required official duties must obtain an exception from the Director of Support Services prior to arrival on campus. If you arrive at NETC with weapons of any kind without prior approval, your entry to campus will be delayed significantly.

ALCOHOLIC BEVERAGES: Alcohol is not allowed in lodging rooms or vehicles and will be confiscated. Consumption of alcoholic beverages is limited to the Command Post Pub and the Log Cabin.

TRAVEL

TRAVEL BY AIR:

- ▶ You **must** make your own travel arrangements. Available airports were listed in your acceptance email/letter.
- ▶ You **must** be sure your flights meet the shuttle pickup/departure times, and the ticket purchase follows the parameters of travel as defined under “**REIMBURSEMENT**” in this package.

NETC SHUTTLE SERVICE:

- ▶ Shuttle service is available between NETC and the airport(s) listed on your email notification for this course.
- ▶ If you need bus transportation/shuttle service to NETC from the airport, you should plan to arrive at least one hour before the departure time stated on your email. **You must notify (email, phone or fax) the NETC Transportation Office at least two weeks prior to the course start date to reserve a seat. Please provide the transportation information below (boxed area) to ensure a seat on the shuttle bus. If you do not call the NETC Transportation Office or provide the information below, seating may not be available on the shuttle and transportation to Emmitsburg will be at your own expense.**

!!!TRANSPORTATION/SHUTTLE INFORMATION!!!

If you plan to use the NETC shuttle from the airport to NETC, you must notify the NETC Transportation Office (24/7 operation) **at least two weeks before** your scheduled arrival to reserve a seat. You should provide the information below to the NETC Transportation Office by calling 301-447-1113, faxing the information to 301-447-1324, or emailing it to FEMA-netc-housing@fema.dhs.gov. You should plan to arrive at the airport at least one hour before shuttle departure time.

Please have the following REQUIRED information available when contacting the NETC Transportation Office:

Student's Name:
Contact Telephone #:
Course Code and Name:
Arrival Airport: (refer to email)
Arrival Date:
Arrival Time:
Airline and Flight #:

Student Identification Number:
Cell Phone #:
Course Date:
Departing Airport: (refer to email)
Departing Date:
Departing Time:
Airline Flight #:

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- ▶ **Our transportation will be either a motor coach/charter bus identified with NETC signage in the front window/door or a white passenger van with the DHS logo on the side doors.** You may contact the NETC Transportation Office a day before your arrival to inquire as to which vehicle will be used. For airport security reasons, our drivers cannot leave their vehicles, **SO YOU WILL NEED TO LOOK FOR THE BUS OR VAN.** If you do not see the vehicle five minutes prior to the pickup time, please call the NETC Transportation Office for guidance.



SHUTTLE PICKUP POINTS AT EACH AIRPORT: Your email notification listed which airport(s) you may use, and you **must** use one of those airports. If you use a different airport, your reimbursement could be limited, and the ground transportation from other airports will be at your own expense. If your **scheduled arrival time** does not coincide with the shuttle schedule, ground transportation will be at your own expense as well.

- ▶ **Ronald Reagan National Airport:** Pickup is near the Travelers' Aid Desk in Terminal "B" (lower level, between Baggage Areas 5 and 6). Buses and vans depart from the outside lane. If you arrive in Terminal "A," please take the Economy/Rental Car airport bus shuttle to Terminal "B," lower level, or walk across the terminal connector and go downstairs to exit door number 5, on your left.
- ▶ **Baltimore/Washington International Airport:** Pickup is near the Lower Level Baggage Areas 13 and 14. There is not a Travelers' Aid Desk in this location. Buses and vans depart from the outside lane.
- ▶ **Dulles International Airport:** There is a Traveler's Aid Desk between Baggage Claim Areas 4 and 5 on the baggage level, located at the east end of the terminal. Go up the ramp and out exit door number 6.

DEPARTURES: Transportation departs the NETC at the time designated in your email notification. On your return, you should make your flight four hours from the NETC departure time. This will allow two hours transportation to the airport and two hours for airport security.

DELAYED FLIGHTS: If you are scheduled to use NETC transportation and your flight is delayed for any reason, please call the NETC Transportation Office at 301-447-1113 immediately. The airline may be responsible for your transportation to NETC for unrelated weather delays; if they will not transport you, please contact the NETC Transportation Office upon arrival at the airport after speaking with the airline.

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IF DRIVING:

- ▶ You may arrive on campus any time after 12:30 p.m. the day before your course begins.
- ▶ You must depart campus after the end of your course, except for courses with a next-day departure date.
- ▶ Your vehicle must be registered at Housing/Security for stipend/security reasons, even if you do not stay on campus.
- ▶ There are no connections for mobile homes or recreational vehicles available at NETC, and we ask that you refrain from using these vehicles at our facility.
- ▶ Student and visitor parking is available in “J” and “S” lots only and overflow parking (grassy area behind “J” building) when it is open. The parking space lines have been painted yellow and are easily identifiable.

DIRECTIONS TO NETC:

Physical Address: 16825 South Seton Ave., Emmitsburg, Maryland 21727

- ▶ **From Baltimore:** I-695 (Baltimore Beltway) to I-70 West (toward Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).
- ▶ **From Washington:** I-495 (Washington Beltway) to I-270 North (toward Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).
- ▶ **From Philadelphia and East:** Pennsylvania Turnpike West to Harrisburg, Exit 236 (Route 15). Go South on Route 15 to Emmitsburg. Right turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).
- ▶ **From Pittsburgh and West:** Pennsylvania Turnpike East to Harrisburg, Exit 236 (Route 15). Go South on Route 15 to Emmitsburg. Right turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).

FEMA DISTRIBUTION CENTER, FREDERICK, MARYLAND, TRAVEL INFORMATION:

Please refer to the Training Announcement for more detailed information. All classes begin promptly at 8 a.m.

Physical Address: 4420 Buckeystown Pike, Frederick, Maryland 21704; 301-874-4253.

Travel Arrangements: Make your travel arrangements through National Travel as required. (This applies to FEMA and Invitational Travel travelers only.)

Directions to FEMA Distribution Center — Frederick:

- ▶ **From Baltimore:** I-695 (Baltimore Beltway) to I-70 West (toward Frederick) to I-270 South (toward Washington) to MD-85 South. Take Buckeystown exit onto Buckeystown Pike. Facility is on the right.
- ▶ **From Washington:** I-495 (Washington Beltway) to I-270 North (toward Frederick) to MD-85 South. Take Buckeystown exit onto Buckeystown Pike. Facility is on the right.
- ▶ **From Philadelphia and East:** I-95 South to I-695 (Baltimore Beltway) to I-70 West (toward Frederick) to I-270 South (toward Washington) to MD-85 South. Take Buckeystown exit onto Buckeystown Pike. Facility is on the right.
- ▶ **From Pittsburgh and West:** I-76 East (Pennsylvania Turnpike) to I-70 East (toward Breezewood/Baltimore/Washington, D.C.) to I-270 South toward Washington) to MD-85 South. Take Buckeystown exit onto Buckeystown Pike. Facility is on the right.

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Security/Parking: The FEMA Distribution Center will not be marked as such. You will see the number for the building in big letters on the side of the building. There is also a chain link fence surrounding the building with a call box located outside the moveable gate you drive through for parking and access to the building. Park anywhere in front of the building, and enter through the building's main entrance marked with the FEMA logo on the door. Be prepared to show your FEMA badge or driver's license to the security guard. You will need to sign in when you enter the building and sign out when you leave. A security guard will escort you to the room where your training is being held.

Phone Number: Emergency only contact number — Security at 301-874-4253 (24 hours).

Dress Code: We encourage you to wear your organization's clothing. That being said, it is each student's responsibility to use good judgment in selecting attire that projects a professional image and is appropriate for both local climate differences and classroom activities. If EMI staff determines that your attire is inappropriate, you will be required to change into more appropriate clothing before being allowed to continue class.

Conduct on Federal Facilities:

- ▶ Firearms and alcoholic beverages are prohibited on site.
- ▶ Smoking — prohibited inside the building.

Restrooms/Break Areas/Vending: The restrooms and break room are located directly across from the conference room. Vending is available in the break room, and coffee is provided for a small charge.

Course Cancellation: If you need to cancel your attendance in these course offerings for any reason or if you have any questions, please contact the Admissions Office immediately at 301-447-1035 or email NETCadmissions@fema.dhs.gov.

CAMPUS REGISTRATION

- ▶ Class, dormitory and vehicle registration will take place in Building C Lobby.
- ▶ Since you may have to walk some distance to your room, we recommend you bring luggage with wheels.



STIPEND REIMBURSEMENT GUIDELINES

(For further information, please refer to the “Reimbursement” section.)

- ▶ **It is preferred that you provide a copy of a check for an account that bears your name. Deposit slips or accounts for an organization or another individual are not acceptable.** A copy of a check is the best source for the correct financial information. If you are unable to provide a voided check and you are seeking reimbursement, you will be required to provide the following:
 - Name as it appears on the bank account (must contain the student’s name)
 - Bank name
 - Routing number
 - Account number
 - _____ Checking or _____ Savings
- ▶ Please bring a copy of your airline ticket/itinerary with you. The Housing Office will no longer be able to make copies for you. You must provide the required documentation in order to receive stipend reimbursement.

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- ▶ If your account is with a credit union or if the account is payable through another bank, please have the bank provide you with the routing and account numbers for Automated Clearing House deposit.
- ▶ If you prefer, you may fax your information to the Admissions Office 301-447-1441 **prior** to your course start date. Please include your name, and course code/title/date on the fax, along with your original travel itinerary provided by the airline or your vehicle information. Please be sure the copy is legible.
- ▶ Stipend reimbursements may take six to eight weeks from the course start date. If after eight weeks you have not received your reimbursement, please call the NETC Admissions Office at 301-447-1035.
- ▶ If you anticipate incurring additional expenses for transportation/lodging costs, **you must receive prior written approval** to be eligible for reimbursement of these expenses. If approved, **original receipts must** be presented at the time of your arrival. Your name must appear on receipts provided for reimbursement.
- ▶ **If traveling by air or train you will need:**
 - **A copy of your ticket** that shows an itinerary of your trip and proves that the ticket purchased is nonrefundable.
 - At least 21 days in advance of the course travel date with travel taking place on the correct travel dates.
 - Economy coach class. NOTE: Travelocity and Expedia itineraries do not show economy coach class. You will need to provide an itinerary from the airline, or your stipend reimbursement may be limited.
- ▶ Any deviation from the above (including economy upgrades) must be requested in writing **and** approved prior to ticket purchase.
- ▶ Reimbursement will not be authorized for first class, business class, economy plus upgrades, frequent flier miles, or fees associated with seat upgrades or early bird check-ins.
- ▶ **If driving, you also will need to provide:**
 - Automobile registration.
 - Odometer readings.
 - License tag number.
 - A signed statement from the owning agency on letterhead stationery acknowledging your eligibility for reimbursement if you are driving a state, county or municipal vehicle.
 - If you drove to NETC, but you will not be keeping your car on campus, it **must be registered on campus or you will not** receive reimbursement.

BACK-TO-BACK COURSES:

- ▶ You will be housed in the same room for the entire length of the stay. If you choose to stay off campus and do not purchase a meal ticket for the time between the courses, you must check out of your dormitory room after the first course ends (turn in the key card and remove your belongings) and be assigned a new room upon your return.
- ▶ If you choose to leave campus between courses, any additional expenses that you incur are your responsibility.

LODGING

DORMITORY BUILDINGS:

- ▶ Dormitory buildings on the NETC campus are A, C, D, F and L. A campus map is attached so you can view the proximity of dormitory buildings to the classroom buildings, dining facility, Learning Resource Center, the Student Center, etc. All buildings are within walking distance. There is no shuttle service between the buildings.

LODGING RESERVATION:

- ▶ Once you are accepted into a course, a room on the NETC campus will be reserved for you, unless you receive a letter indicating that you have been accepted with the knowledge that you agree to find your own accommodations or if you previously notified us that housing is not needed.
- ▶ Room assignments are random. You may or may not be lodged in the same building as your classmates. No special requests will be granted.
- ▶ We make every effort to ensure you have a single room. However, if the student count is high, you may be doubled with another student. **Please do not call to request a single room.**
- ▶ Disabilities/Special Accommodations: If an individual marks “yes” in block 11 of the General Admissions Application “Do you have any disabilities (including special allergies or medical disabilities) which would require special assistance during your attendance in training?” the student will be contacted by the NETC Admissions Specialist. Depending on the accommodation requested, the applicant may have to provide written documentation, on a physician’s letterhead, stating the accommodation. The accommodation requested will be reviewed, and if it includes a classroom accommodation, the Course Manager will be notified. NETC will try to accommodate special requests; however, there are some limitations. Again, your accommodation must be provided in writing and on a physician’s letterhead.



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Each time an applicant applies for a course at NETC, he or she should mark “yes” in block 11 of the General Admissions Application if the special accommodation is needed. If the accommodation(s) are no longer needed, the applicant should mark “no.” If this is the case, the applicant would be contacted by an NETC admissions staff member to ensure that the previous accommodation is no longer needed.

Most buildings on the NETC campus have elevators and access ramps for wheelchair/powerchair access. NETC does have a limited number of handicap-accessible dormitory rooms equipped with handrails in the shower. Please be specific if you require a roll-in shower in your dormitory room.

NETC has the following items available for individuals who may need assistance. If you require either of the following, please be sure to notate that on your application or advise the admissions staff member when you are contacted:

- Americans with Disabilities Act kits for the hearing impaired (Kits include: alarm clock, door knock signaling device, telephone signaling device, text telephone, telephone amplifier, and bed shaker);
- Job Access for Windows and Speech equipment for the vision impaired.

As listed in the “amenities” section of this NETC Welcome Package, a refrigerator and microwave are available in each dormitory room.

If your special accommodation is strictly food/dietary related, you should contact the NETC Food Service Contractor at 301-447-1551.

- ▶ **FEDERAL EMPLOYEES** (non-Department of Homeland Security — If you are a non-DHS federal employee, your Travel Authorization should state that “Housing will be provided to the traveler at NETC” (currently \$40 per night), payable upon arrival to NETC. If Housing is not available at NETC, a “Certificate of Nonavailability” will be issued by NETC.
- ▶ If you are a federal employee participating in a course at NETC, a dormitory room will be reserved for you. If you do not require lodging at NETC, you must notify the Housing Office in writing at FEMA-netc-housing@fema.dhs.gov. You must make this notification upon receipt of your acceptance letter. Failure to notify the Housing Office that lodging is not needed will result in your being charged for the room for the length of the course.
- ▶ Foreign students, private sector representatives, or contractors to a state or local government entity: You are responsible for your own travel and per diem costs, and lodging (currently \$40 per night), payable upon arrival to NETC. The U.S. Fire Administration accepts credit card payments (VISA, MasterCard, Discover or American Express) for lodging.
- ▶ DHS employees (including Disaster Assistance Employees/Stafford Act Employees): You must present a copy of your travel authorization at registration, and you should read the FEMA instructions, policies and comptrollergrams dealing with travel to NETC. **Your travel authorization should state that “Housing will be provided to the traveler at NETC at no cost.”** If lodging on the NETC campus is not needed, you must notify the Housing Office in writing at FEMA-netc-housing@fema.dhs.gov. Failure to notify the Housing Office that lodging is not needed will result in you being charged for the room for the length of the course.

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LODGING CHARGE:

- ▶ There is no charge for lodging if you are eligible for stipend reimbursement or if you are a DHS federal traveler (see “Reimbursement” section).
- ▶ If you do have to pay for lodging, the current charge is \$40 per day, single occupancy.
- ▶ NETC Housing accepts cash, personal check, travelers check and major credit cards (American Express, VISA, MasterCard and Discover).

STAYING OFF CAMPUS:

- ▶ If you choose to stay off campus, it will be at your own expense. You are required to purchase a break ticket from the food service contractor for the length of your class.

AMENITIES IN EACH DORMITORY ROOM:

- ▶ Private bathroom.
- ▶ TV and clock radio.
- ▶ Refrigerator.
- ▶ Microwave.
- ▶ Iron/Ironing board.
- ▶ Hair dryer.
- ▶ Twin bed, linens and towels, along with daily housekeeping service.
- ▶ Telephone with voice mail.
- ▶ NETC now has Wi-Fi in all dormitory buildings. User IDs and passwords will be issued when you register in Building C.
- ▶ A telephone jack is located in each room for dial-up Internet access. Check with your Internet Service Provider for local calling area access. Out-of-area ISP accessibility will require credit card, third party, or collect billing for access from NETC. You should consider bringing a longer cord (10 feet) if you are bringing your laptop computer. Some courses require students to bring reports or projects to be shared with the class. It is convenient to bring that information in an electronic format. NETC can support CD-ROM, universal serial bus devices, and 3 1/2 inch floppy storage. USB devices will be scanned before being allowed to connect to government equipment.
- ▶ No one may connect personal computer devices to FEMA’s computer equipment at any time including thumb-drives, USB peripherals, etc., and must contact the Course Manager and classroom IT Technician for guidance and assistance with these issues. No one may connect personal computer equipment, including laptops, to the FEMA network.

ADDITIONAL COSTS YOU MAY INCUR DURING YOUR STAY:

- ▶ Laundry and vending machines.
- ▶ Dry cleaner costs.
- ▶ Recreation Association pass (\$1) — allows use of all recreation facilities and the Command Post Pub (see section on NETC Recreation Association under “NETC Policies/Information”).
- ▶ Class shirts or group donations.
- ▶ Off-campus class dinners.

LAUNDRY FACILITIES:

- ▶ There are coin-operated washers and dryers in each lodging building (change available at the convenience store on campus).
- ▶ You may purchase laundry supplies at the convenience store on campus.

VISITORS TO LODGING ROOMS ON CAMPUS:

- ▶ Only the assigned NETC student is allowed in the dormitory room. Relatives or friends are not allowed in the rooms and cannot be lodged on campus. Upon request, the NETC Housing Office will provide information regarding local off-campus accommodations; however, you are responsible for arranging and paying for those accommodations.
- ▶ Animals are not allowed in campus housing, except for guide/service dogs. Please notify the Admissions Office at least two weeks in advance if you will be bringing a guide/service dog.

CHECKOUT TIME:

- ▶ Checkout time is 9 a.m. You may leave your luggage in your room until 9:30 a.m., but it must be packed and by the door. When you return for your luggage, please do not use the bathroom facilities if the room already has been cleaned for the next occupant. Please return your key card to the front desk by 9:30 a.m. You will no longer have access to your room after that time.

CONTACT INFORMATION

You may receive phone calls in your dormitory room. The caller may dial your direct extension 301-447-xxxx. If requested, you will be provided with your extension at check-in. Numbers are not given to anyone else.

- ▶ For nonemergency situations, the caller may dial 301-447-1048. The Student Services Coordinator will transfer the call to your room.
- ▶ NETC will NOT accept personal telephone calls to students from the 800 number. Family members should dial 301-447-1000 to contact a student.
- ▶ You may NOT accept collect calls. Accepting collect calls may restrict you from attending future EMI or NFA courses.

EMERGENCY CALLS:

- ▶ The caller should state that the call is an emergency.
- ▶ The message will be delivered to you immediately unless you are not on campus.
- ▶ If you must return home due to an emergency, check out with the Housing Office in Building C before you depart the campus!

MAIL:

- ▶ Mail is delivered to C Lobby Monday through Friday, except federal holidays.
- ▶ All packages are X-rayed and no delivery is provided on weekends or holidays.
- ▶ Letters or packages should not be mailed to reach NETC before you arrive, since mail-holding areas are not available. Mail received when you are not on campus will be returned to the sender automatically.
- ▶ Outgoing mail should be deposited in the mailbox located near Building K (Dining Hall). The NETC Mailroom cannot mail outgoing items for students.
- ▶ Address:

(Your name) — Student
National Emergency Training Center
Room **(Room numbers are provided upon arrival)**
16825 South Seton Ave.
Emmitsburg, MD 21727-8998

DRESS CODE FOR STUDENTS

It is each student's responsibility to use good judgment in selecting attire that projects a professional image and is appropriate for both climate differences and classroom activities. EMI and NFA Superintendents have the authority to make a determination that a student's attire is inappropriate. Students wearing attire which is determined to be inappropriate will be required to change into more appropriate clothing before being allowed to continue class.

1. In routine classroom settings:

- ▶ **Males:** Shirts with collars, slacks including departmental uniforms (no T-shirts), shoes and socks. Optional items include sweaters, sport coats, ties, etc.
- ▶ **Females:** Dresses, blouses with slacks or skirts including departmental uniforms (no T-shirts) and shoes. Optional items include sweaters, blazers, etc.

2. Principles of Fire Protection: Structures and Systems students will need work clothes (no turnout gear) for the Fire Protection Lab activities during the course.

3. Fire/Arson Origin-and-Cause Investigations students will need work clothes (no turnout gear) for the last week of the course.

4. Recommended graduation attire (NFA students only):

- ▶ **Males:** Suits, sport coats, dress shirts with ties, dress slacks, or departmental dress uniforms.
- ▶ **Females:** Suits or dresses, blouses with dress slacks or skirts, or departmental dress uniforms.

Shorts, tank tops, ball caps, etc., are not permitted in the classrooms or the auditorium. Bathing suits/trunks are not permitted outside the pool area. No mini skirts. Bare midriffs are not acceptable. Jeans and T-shirts are not appropriate classroom attire.

ADMISSIONS POLICIES

ATTENDANCE:

- ▶ **You are required to attend all sessions of the course.** If you do not, you may not receive a certificate and your stipend may be denied.
- ▶ Any student needing to depart campus early and miss any portion of the course and/or graduation must make the request in writing to the Course Manager or Training Specialist. The Course Manager or Training Specialist, in collaboration with the Superintendent, may waive the attendance requirement in order to accommodate the student with extraordinary circumstances as long as the student completes all course requirements. If you receive approval for departing early, you must forward the approval to the Admissions Office so your stipend reimbursement is not limited.
- ▶ **NFA students are limited to one reimbursable trip per fiscal year** (October 1 - September 30). If you wish to attend a second NFA class (at your own expense), a letter to that effect must accompany the second application stating that you are waiving your stipend reimbursement.

SUBSTITUTIONS:

- ▶ Substitutions for NFA and EMI courses are made from waiting lists; **slots do not belong to the departments.**
- ▶ **FOR NFA STUDENTS:** All requests to consider an equally qualified person must be in writing and be accompanied by a completed General Admissions Application (FEMA Form 119-25-1) for the substitute.
- ▶ **FOR EMI STUDENTS:** All requests to consider an equally qualified person must be in writing and be accompanied by a completed General Admissions Application (FEMA Form 119-25-1) for the substitute. The application **must be** submitted for signature through the **appropriate** State or Regional Training Office.

Cancellations or no-shows: NFA and EMI's mission for delivery of courses is impaired significantly by cancellations and no-shows. It is very difficult and costly to recruit students at the last minute. Currently there is a two-year ban on student attendance for students who are no-shows or cancel within 30 days of the course start date without a valid reason. If you receive such a restriction, your **supervisor** needs to send a letter to Admissions explaining the cancellation/no-show.

NETC POLICIES/INFORMATION

CONDUCT:

- ▶ Federal regulations (available at the Learning Resource Center).
- ▶ FEMA and NETC instructions (available at C Lobby, dormitory rooms and on NETC Intranet website).

SMOKING:

- ▶ All buildings on campus are **NONSMOKING**.
- ▶ If you smoke in your room, you will be asked to leave campus, relinquish your stipend reimbursement, and be charged to clean the room.

MEDICAL SERVICES:

- ▶ All medical expenses are your responsibility.
- ▶ Local hospitals accept medical insurance identification, cash, check or major credit card.
- ▶ If you do not have proof of insurance, expect that payment may be a prerequisite to possible treatment.
- ▶ International students should be prepared to pay for medical services in the event that the hospital or provider does not accept foreign insurance coverage.

D STUDENT LAB (LOCATED IN D BASEMENT):

- ▶ Provides IBM-compatible microcomputers with Internet access and printing capabilities.
- ▶ Systems use Microsoft Windows XP with Microsoft Office Suite 2007.
- ▶ The center is open from 6 a.m. to 11 p.m. every day. There is a technician available Monday to Friday from 5 to 9 p.m., and from 8 a.m. to 12 p.m. on Saturday.

LEARNING RESOURCE CENTER: Located in Building N, the LRC provides current information and resources on fire and emergency management subjects. With its collection of more than 100,000 books, reports, periodicals and audiovisual materials, the LRC facilitates and supports student and faculty research and supplements classroom lectures and course materials. While classes are in session, the schedule of hours for the LRC is as follows:

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Monday to Thursday: 8:30 a.m. to 9 p.m.
Friday:..... 8:30 a.m. to 5 p.m.
Saturday:..... 4 to 8 p.m.
Sunday: Noon to 4 p.m.

TELEPHONES:

- ▶ Outgoing calls can be placed from your lodging room via calling card, collect or third-party billing.
- ▶ You are not allowed to accept collect calls on campus phones. Any and all expenses related to phone use shall remain your responsibility.

FAXES:

- ▶ Fax services are available at the O’Leary’s Emporium convenience store for a fee.
- ▶ You may receive course- or stipend-related fax messages in the Housing Office at 301-447-1324. All other fax messages (personal or work related) over four pages will not be forwarded by Housing. Please use the fax service available at the convenience store or have it sent by overnight mail.

NETC RECREATION ASSOCIATION: On the NETC campus, the NETC Recreation Association operates the Command Post Pub providing beverage and limited food service each evening. The Pub is a private club under Maryland liquor laws and membership in the Recreation Association is required for service. The cost is \$1 per campus stay and membership cards can be obtained from the Pub.

NETC RECREATIONAL ACTIVITIES INCLUDE

- ▶ Gym with running track.
- ▶ Exercise room.
- ▶ Swimming pool.
- ▶ Tennis/Basketball/Volleyball (sand and inside) courts.
- ▶ Bicycles (available in Building H for use by Recreation Association members).

FOOD SERVICE

- ▶ The NETC food service contractor is Guest Services. If needed, Guest Services' federal tax identification number is #53-0164700.
- ▶ If you stay on campus, you must purchase a meal ticket. **If you do not purchase a meal ticket, you will be asked to vacate your room on campus. You then will be responsible for your off-campus lodging costs, and your request for stipend reimbursement will be denied.**
- ▶ **Prices Effective August 5, 2012:** If you stay off campus, you must purchase a break ticket, currently \$6.00 per day. The cost for the meal ticket is \$25.04 per day — breakfast is \$5.81; lunch is \$7.96; and dinner is \$11.27. There is no tax on the meal ticket. The amounts for five-day, six-day, and two-week courses are
 - five-day course: \$125.20;
 - six-day course: \$167.32 (Saturday evening arrival through Saturday morning departure); and
 - two-week course: \$300.48.
- ▶ **Meal ticket prices are subject to change and will be updated in this package as the changes are provided.**
- ▶ **Meal amounts for focus groups, conferences or any activity other than a resident course are not provided in this package. Please contact the food service contractor for your meal amount. You may call 301-447-1303 for exact meal ticket prices for conferences, symposiums and any other special groups.**
- ▶ Meals other than those included in your meal ticket are to be paid for with cash.
- ▶ If you are attending back-to-back courses, your meal ticket includes the time between the two courses.



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- ▶ If you stay off campus between the two courses (vacating your room), you must notify the food service contractor **before** purchasing your meal ticket for the first course. If you do not, you will be charged the full amount.
- ▶ You may pay for your meals by one of the following payment methods:
 - Cash.
 - Traveler's checks.
 - State or local government checks payable to the food service contractor, Guest Services.
 - Advanced payment by department check. **Please notify your department to include your name, course code and course date on the check**, and send it to Guest Services, Building K, 16825 South Seton Ave., Emmitsburg, MD 21727. Guest Services' federal tax identification number is #53-0164700.
 - Purchase order payable to the food service contractor, Guest Services.
 - Credit card (MasterCard or VISA) — minimum charge of \$6. Credit card payment is only accepted in person.
 - **The food service contractor DOES NOT accept personal checks.**
- ▶ If you will not be on campus for the first and last meal identified as part of your meal ticket, you must notify the food service contractor at least one week prior to your course start date. If you do not, you will be obligated to pay the full amount.
- ▶ If you are on a special diet, please call the food service contractor at 301-447-1551 or fax your request to 301-447-6944 at least two weeks prior to arriving at NETC. The food service contractor will make arrangements to meet your needs. If you don't make arrangements prior to your arrival, you will be responsible for purchasing the normal meal ticket.
- ▶ If the buses arrive at NETC after the dining hall has closed, the food service contractor will provide you with a boxed dinner, or snack food is available at the Command Post Pub.
- ▶ You may contact the food service contractor at 301-447-1551 if you have any questions.

Dining Hall Hours of Operation

Breakfast

Monday to Friday:..... 6:30 a.m. to 8:30 a.m.

Saturday to Sunday: 6:30 a.m. to 9:30 a.m.

Lunch

Daily:..... 11:30 a.m. to 1 p.m.

Dinner

Monday to Saturday:..... 5 p.m. to 7:30 p.m.

Sunday:..... 5:30 p.m. to 9:30 p.m.

REIMBURSEMENT

Below is information about reimbursement procedures for NFA and EMI. Please read the information carefully. If you have any questions about your eligibility to receive a stipend, please contact Admissions either by email at NETCAdmissions@fema.dhs.gov or by phone at 301-447-1035.

Any exceptions to travel must be requested in writing and faxed along with documentation to 301-447-1441 for NFA and 301-447-1658 for EMI. All exceptions must be approved prior to making your travel arrangements. Otherwise, your stipend may be denied or limited to the state ceiling amount.

INDIVIDUALS ELIGIBLE FOR REIMBURSEMENT:

- ▶ State, local or tribal government representatives.
- ▶ Recognized volunteer organization representatives.
- ▶ Active emergency management organization representatives.
- ▶ Representatives from state or local fire organizations.
- ▶ **If you do not apply for a stipend reimbursement within 60 days following the course start date, your stipend reimbursement will be denied.**

INDIVIDUALS NOT ELIGIBLE FOR STIPEND REIMBURSEMENT:

- ▶ Federal government. (Federal students are subject to federal travel regulations and travel under orders prepared by their office.)
- ▶ Private industry employees.
- ▶ Employees who are contracted to federal, state or local government entities (such as rural-metro departments).
- ▶ Representatives of a foreign organization.
- ▶ **For EMI only:** students eligible for federally funded grants.

REIMBURSEMENT PROCESS:

- ▶ Reimbursement will be deposited electronically into the checking or savings account that you identify. This reimbursement may take six to eight weeks following the course start date. If you haven't received reimbursement by eight weeks, call the NETC Admissions Office at 301-447-1035.
- ▶ **Reimbursement will only be made to an account that bears your name.** You are responsible for reimbursing your department, if applicable. This is a result of increased restrictions by the receiving financial institutions.

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- ▶ If you do not have a personal account, please contact the Admissions Office prior to your arrival for further instructions.

REIMBURSEMENT FOR A FAILED COURSE:

For NFA: If you fail the course you are attending, you will not be eligible for stipend reimbursement.

For EMI: If eligible for a stipend, you **will** be reimbursed for the course you failed.

REIMBURSEMENT FOR:

Airfare:

- ▶ You will be reimbursed the cost of a direct (no side trips or extended stays), **21-day prior to the course travel date prepurchase, nonrefundable** ticket for round trip transportation by common carrier (economy coach class, nonrefundable) for each course or back-to-back courses that you attend. Proof of nonrefundable fare is required!
- ▶ **If you take side trips or travel outside of the defined travel days**, your reimbursement shall be limited to **no more than** the state ceiling amount as noted on the Reimbursement Ceiling Chart.
- ▶ **To eliminate the perception of misuse of government funds, FIRST CLASS, BUSINESS CLASS, and REFUNDABLE AIRLINE TICKETS WILL NOT BE REIMBURSED AT FULL FARE**, unless you request, in writing, an exception prior to making your travel arrangements and have received written approval. Otherwise, your reimbursement will be limited up to the state ceiling amount.
- ▶ **It is your responsibility to find the cheapest ticket available.** Failure to do so may result in your reimbursement being limited to the state ceiling amount.
- ▶ **Use of frequent flyer miles** toward the purchase of a ticket is **NOT** reimbursable.
- ▶ **Fees associated with seat upgrades or early bird check-ins are not reimbursable.**
- ▶ **Flight or ticket insurance is not reimbursable.**
- ▶ If any portion of your airfare is subsidized by another source, that portion is **NOT** reimbursable under the Stipend program.

Driving:

- ▶ You will be reimbursed the current Privately Owned Vehicle federal mileage allowance or the state ceiling, whichever is less.
- ▶ POV mileage is subject to validation.
- ▶ **If you do not register your vehicle with the Housing Office**, reimbursement for POV mileage may be denied.
- ▶ **If someone is dropping you off**, you **must** have the vehicle verified by the Housing Office prior to the vehicle departing campus, or your stipend will be denied.
- ▶ If you carpool with another student, only the driver will be reimbursed.
- ▶ If you drove a rental car instead of your POV, your reimbursement is limited to the POV allowance. Reimbursement will be made to the individual who rented the vehicle. The name of the individual requesting reimbursement must appear on the rental car agreement. Otherwise, the request may be denied.

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- ▶ If you are requesting mileage reimbursement and you are not the owner of the vehicle, you need to provide a letter from the owner stating that you have permission to drive the vehicle.
- ▶ Registration of the POV must be presented at the time of registration to validate ownership.

TRAIN OR BUS:

- ▶ Your reimbursement is limited **to the cost of the ticket**, not to exceed the state ceiling amount.
- ▶ You must provide copies of the tickets actually used.
- ▶ Reimbursement shall not include costs for sleep accommodations or for transport of vehicles on the train.

SAVING MONEY ON AIRFARE: If you save money on your airfare, you will be reimbursed for extra expenses if you save a minimum of \$250 off the cost of a 21-day ticket prior to the course travel date prepurchase, nonrefundable round trip economy class common carrier ticket traveling on the correct travel dates. Submit written documentation of the savings — this consists of itinerary copies of both the original price and the cheaper fare. If you do not acquire written approval from the Admissions Office prior to making your travel arrangements, the extra expenses will not be reimbursed. The following option applies if your request is approved:

You may stay in the Baltimore/DC metro areas before or after your course.

- If you save at least \$250 in airfare as noted in the terms above, you may be reimbursed up to \$90 per day (two-day limit for savings over \$500) for lodging or transportation expenses. Original receipts must be provided and must contain the student's name. If you carpool from the airport using a rental car, only one individual is eligible for reimbursement.
- If you stay after your course ends, ask for a Stipend Agreement Amendment (FEMA Form 119-25-4) when you register. When you return home, mail it with **original hotel or transportation** receipts containing your name to Admissions, Room I-216, 16825 South Seton Ave., Emmitsburg, MD 21727 within 60 days of the start date of the course, or reimbursement **WILL BE DENIED**.

LUGGAGE REIMBURSEMENT:

NFA: As of April 1, 2012, the NFA will no longer reimburse students for bag fee costs.

EMI: Students eligible for stipend reimbursement may be reimbursed for their first piece of luggage checked (up to 50 pounds) not to exceed \$60 round trip if they provide the required documentation. Receipts are required for both trips (travel to NETC and return to residence). Luggage receipts must be submitted within two weeks of the course end date in order to be considered for reimbursement. Failure to submit receipts within two weeks will result in nonreimbursement for luggage. Legible receipts for charges for their first piece of luggage may be faxed to 301-447-1658 or 301-447-1441 or emailed to NETCAdmissions@fema.dhs.gov. **Students must provide receipts in order to be reimbursed for the luggage.** Group requests for luggage reimbursement will be denied. Each student must submit his or her own luggage receipts. Convenience charges and service fees are not reimbursable.

Policy subject to change based on airline policies.

STATE CEILING CHART

This table will be used to determine reimbursement for NETC students who:

- ▶ Drove or traveled by bus or train.
- ▶ Purchased tickets less than 21 days prior to course travel date.
- ▶ Did not purchase or show proof of nonrefundable fare.
- ▶ Took side trips or had extended stayovers.

STATE CEILINGS FOR 2014 National Emergency Training Center

State		Saturday Stayover (\$)	No Saturday Stayover (\$)
AK	Alaska	1,000.00	1,050.00
AL	Alabama	480.00	490.00
AR	Arkansas	540.00	420.00
AS	American Samoa	2,400.00	2,450.00
AZ	Arizona	520.00	550.00
CA	California	560.00	630.00
CO	Colorado	450.00	550.00
CT	Connecticut	370.00	380.00
DC	District of Columbia	150.00	180.00
DE	Delaware	200.00	200.00
FL	Florida	350.00	400.00
GA	Georgia	410.00	360.00
GU	Guam	2,000.00	2,500.00
HI	Hawaii	1,180.00	1,180.00
IA	Iowa	530.00	550.00
ID	Idaho	600.00	640.00

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State		Saturday Stayover (\$)	No Saturday Stayover (\$)
IL	Illinois	470.00	450.00
IN	Indiana	550.00	520.00
KS	Kansas	400.00	470.00
KY	Kentucky	420.00	510.00
LA	Louisiana	470.00	470.00
MA	Massachusetts	330.00	400.00
MD	Maryland	100.00	100.00
ME	Maine	380.00	400.00
MI	Michigan	500.00	500.00
MN	Minnesota	440.00	530.00
MO	Missouri	500.00	600.00
MP	Saipan	2,710.00	2,700.00
MS	Mississippi	530.00	490.00
MT	Montana	750.00	680.00
NC	North Carolina	440.00	410.00
ND	North Dakota	550.00	700.00
NE	Nebraska	540.00	490.00
NH	New Hampshire	300.00	360.00
NJ	New Jersey	260.00	260.00
NM	New Mexico	530.00	590.00
NV	Nevada	590.00	650.00
NY	New York	360.00	330.00
OH	Ohio	430.00	360.00
OK	Oklahoma	530.00	550.00
OR	Oregon	610.00	630.00
PA	Pennsylvania	230.00	170.00
PR	Puerto Rico	380.00	480.00
RI	Rhode Island	400.00	430.00
SC	South Carolina	560.00	500.00

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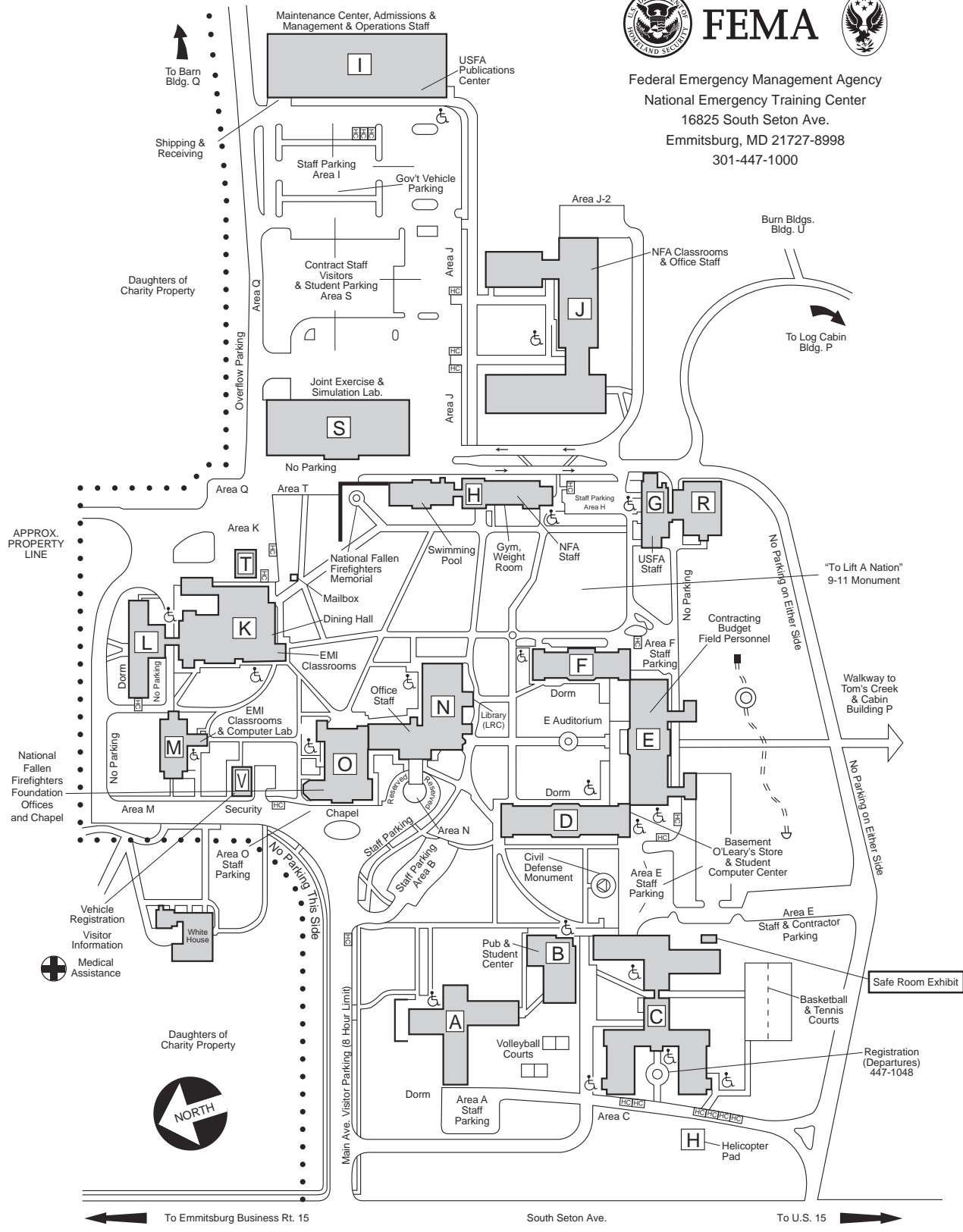
State		Saturday Stayover (\$)	No Saturday Stayover (\$)
SD	South Dakota	550.00	610.00
TN	Tennessee	480.00	490.00
TX	Texas	450.00	510.00
UT	Utah	570.00	610.00
VA	Virginia	250.00	200.00
VI	Virgin Islands	660.00	850.00
VT	Vermont	500.00	400.00
WA	Washington	610.00	680.00
WI	Wisconsin	430.00	440.00
WV	West Virginia	300.00	350.00
WY	Wyoming	660.00	700.00



FEMA



Federal Emergency Management Agency
National Emergency Training Center
16825 South Seton Ave.
Emmitsburg, MD 21727-8998
301-447-1000



IMPORTANT PHONE NUMBERS

Security:	1111	Transportation Request:	1113	Maintenance:	1500	Computer Help Desk:	1575
Emergency:	911	Dining Hall:	1551	LRC:	1030		

Photo ID required at all times.

NATIONAL EMERGENCY TRAINING CENTER

St. Joseph College was purchased by the Federal Emergency Management Agency in 1979 to serve as a training facility. Prior to its official closing in 1973, the college served as a four-year liberal arts college for women. In 1981, the facility was entered into the federal records as the National Emergency Training Center. The NETC houses the U.S. Fire Administration (which includes the National Fire Academy), the Emergency Management Institute and the Field Acquisitions Section. The following is a brief description of the buildings identified on the map.

- ▶ **The Fallen Firefighters Memorial** was dedicated on Oct. 4, 1981, and on October 1990 Congress designated it as the National Fallen Firefighters Memorial. It is a memorial to firefighters who lost their lives in the line of duty.
- ▶ **Building A** A three-story residence hall built in 1964 and renovated in 1996. It has 96 dormitory rooms. (I)
- ▶ **Building B** Student Center, built in 1956, the location of a game room, pub and recreational activities. A large picture window overlooks the scenic Catoclin Mountain range. (F)
- ▶ **Building C** Built in 1956 and renovated in 1995, it has 217 dormitory rooms. (F)
- ▶ **Building D** Built in 1926 and renovated in 1965 and 1995, it is a three-story brick structure that has the charm of the old architecture. It consists of 65 dormitory rooms with offices and a convenience shop in the basement. (G)(I)
- ▶ **Building E** Built in 1926 and renovated in 1966 and 1993, it is occupied by the Emergency Management Institute, National Fire Programs, NETC Budget offices, Computer Support personnel, the EENET TV studio and the EENET staff on the second and third floors. (F)
- ▶ **Building F** Built in 1925 and renovated in 1965 and 1995, it has 45 dormitory rooms. (G)(I)
- ▶ **Building G** Built in 1948 and renovated in 2000-2001 to accommodate USFA Offices and Programs. (G)
- ▶ **Building H** Built in 1923 and renovated in 1993, it houses the National Fire Academy offices, a fully equipped Gymnasium, weight room and an indoor pool. (F)
- ▶ **Building I** Built in 1996, it serves as the Material Receipt and Distribution Center, Maintenance Facility, Management Operations and Support Services Division, Admissions Office, and O&M Support Offices. (F)
- ▶ **Building J** Built in 1966, renovated in 1993, it is the NFA classroom facility and houses the NFA staff. It includes a lobby and a tiered 249-seat auditorium. (F)
- ▶ **Building K** Built circa 1870, renovated in 1982 and 1993, it houses Emergency Management Institute classrooms. The three-story brick structure also contains a Dining Hall capable of seating 500 people, Independent Study in basement, and EMI classrooms on second and third floors. (F)
- ▶ **Building L** Built in 1959, renovated in 1993, it consists of 42 dormitory rooms and a conference room. (I)
- ▶ **Building M** Built in 1965, renovated in 1989, it houses two EMI classrooms and the EMI Computer Lab. (F)

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Handicapped Access: F — Fully Accessible; I — Accessible 1st Floor Only; N — Not Accessible;
 G — Ground Floor Accessible Only; R — Restrooms Not Accessible

- ▶ **Building N** Designed by the English born architect, E.G. Lind (1829-1909), it was built in 1870 and renovated in 1992 and 2001. The building is an example of Second Empire Style that was popular in the second half of the 19th century. As such, it is listed on the National Register of Historic Buildings. It houses the United States Fire Administration, the Learning Resource Center, and the EMI administrative offices. (F)
- ▶ **Building O** Erected in 1839 as a Chapel. The marble, alabaster altars and stained glass windows were retained when it was renovated in 1965. It was renovated again in 2006. The National Fallen Firefighters Foundation offices are located in the Chapel. Support offices are in the basement. (I)
- ▶ **Building P** The Log Cabin serves as a recreational facility overlooking peaceful Tom's Creek. (F)
- ▶ **Building Q** The Brick Barn is a service building. The ornamental brick grill windows are characteristic of the early 19th century Western Maryland construction. (F)
- ▶ **Building R** Built in 1948, renovated in 1993, located behind Building G, it serves as U.S. Fire Administration offices and includes wet/dry laboratories. (F)
- ▶ **Building S** Renovated in 2000-2001 to house the NETC Joint Exercise and Simulation Lab by the NFA and EMI. (F)
- ▶ **Building T** The old Milk House of the original St. Joseph's campus, it houses Administrative Support Offices.
- ▶ **Building U** A burn building complex used by the NFA for arson investigations and demonstrations. (F)
- ▶ **Building V** Built in 1992, it houses the Security Office. (F)

Handicapped Access: F — Fully Accessible; I — Accessible 1st Floor Only; N — Not Accessible;
 G — Ground Floor Accessible Only; R — Restrooms Not Accessible

MEMORIALS/MONUMENTS ON CAMPUS

THE NATIONAL CIVIL DEFENSE/EMERGENCY MANAGEMENT MONUMENT

On Nov. 13, 1999, President Clinton signed a bill (HR 348/PL 106-103) that granted authority to the National Civil Defense Monument Commission to construct a monument at the NETC in Emmitsburg, Md.

The purpose of the monument is to honor the thousands of Civil Defense and Emergency Management professionals and volunteers who have worked hard and faithfully to protect the public from both man-made and natural hazards. This monument particularly recognizes the numerous military and civilian volunteers and professionals who have gone beyond the normal call of duty to save lives and alleviate suffering in times of crises. The monument serves as an enduring reminder of the heartfelt thanks that a multitude of people feel whenever they remember those who have selflessly served them or their loved ones in times of great need.

The centerpiece of the monument is a 15-ton block of polished white Vermont granite, shaped as a three-sided pyramid, representative of the federal, state, and local governments and their efforts in working together to accomplish a joint mission. The triangular base is 5 feet on each side, rising to 15 feet in height. The pinnacle of the monument is capped with a large, bronze American eagle, sculpted by the world-renowned sculptor, Lorenzo Ghiglieri. The base is encircled by a stone and concrete plaza with appropriately inscribed bronze state plaques embedded in concrete, surrounded by a circle of state flags. A brick wall rises approximately 3 feet in height on the back or south side of the plaza. Near the edge of the plaza are two bronze plaques bearing the names of advocates and members of the Monument Commission.

The monument was dedicated on April 6, 2002. The Commission plans to hold an annual memorial service to pay tribute to those who have given to their fellow citizens by mitigating the potential losses from emergency situations, for those who have responded to emergencies, and to the professionals and our elected officials who strive to improve the methods of handling emergencies.

NATIONAL FALLEN FIREFIGHTERS MEMORIAL/NATIONAL FALLEN FIREFIGHTER FOUNDATION

Since 1981, the National Fallen Firefighters Memorial, located on the campus of the National Fire Academy, has stood as the national symbol of honor to America's firefighters. In 1990, the U.S. Congress designated the monument as the "official national memorial to volunteer and career firefighters who die in the line of duty."

The National Fallen Firefighters Foundation was created by Congress to lead a nationwide effort to honor America's fallen firefighters. Since 1992, the nonprofit Foundation has developed and expanded programs that fulfill that mandate. The mission is to honor and remember America's fallen fire heroes and to provide resources to assist their survivors in rebuilding their lives.

Each October, the Foundation sponsors the official national tribute to all firefighters who died in the line of duty during the previous year. Thousands attend the weekend activities held at the NFA. The weekend features special programs for survivors and co-workers along with moving public ceremonies.

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HELP SURVIVORS ATTEND THE WEEKEND

The National Fallen Firefighters Memorial Weekend is traditionally held the Sunday that begins Fire Prevention Week in October. The Foundation provides travel, lodging and meals for immediate survivors of fallen firefighters being honored. This allows survivors to participate in Family Day sessions conducted by trained grief counselors and in the private and public tributes. Both the Candlelight Service and the National Memorial Service are broadcast live via satellite and streamed over the Internet.

OFFER SUPPORT PROGRAMS FOR SURVIVORS

When a firefighter dies in the line of duty, the Foundation provides survivors with a place to turn. Families receive emotional assistance through a Fire Service Survivors Network, which matches survivors with similar experiences and circumstances. Families receive a quarterly newsletter and specialized grief publications. The Foundation website provides extensive information on survivor benefits, Foundation programs and other resources.

AWARD SCHOLARSHIPS TO FIRE SERVICE SURVIVORS

Spouses, life partners, children and stepchildren of fallen firefighters are eligible for scholarship assistance for education and job training costs.

HELP DEPARTMENTS DEAL WITH LINE-OF-DUTY DEATHS

Under a Department of Justice grant, the Foundation offers training to help fire departments handle a line-of-duty death. Departments can receive extensive preincident planning support through training programs such as Taking Care of Our Own. Immediately after a death, a Chief-to-Chief network provides technical assistance and personal support to help the department of the family. Local Assistance State Teams provide assistance and comfort to the family and department after a line-of-duty death and help with filing for federal, state and local benefits.

WORK TO PREVENT LINE-OF-DUTY DEATHS

With the support of fire and life safety organizations, the Foundation has launched a major initiative to reduce firefighter deaths. Visit the Everyone Goes Home® website to learn more about the 16 Life Safety Initiatives and download valuable training and resource materials. www.everyonegoeshome.org.

CREATE A NATIONAL MEMORIAL PARK

The Foundation is expanding the national memorial site to create the first permanent national park honoring all firefighters. When completed, it will be the first permanent memorial area in the country honoring all members of the fire service. A “Walk of Honor” now winds through the park and contains over 9,000 inscribed bricks. Future plans include honoring pre-1981 line-of-duty deaths. A plaza is being created in front of the “To Lift a Nation” sculpture that will include bricks honoring FDNY line-of-duty deaths dating from 1865. Engraved bricks are added on the walk twice a year. Brick forms may be downloaded from the Foundation website, or bricks may be purchased in person at the Foundation office. In 2006, a multiyear restoration of the National Fallen Firefighters Memorial Chapel was completed, and the Foundation offices are there.

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TO LIFT A NATION (THE 9/11 NATIONAL MEMORIAL)

In 2007, the “To Lift a Nation” statue created by sculptor Stan Watts was added to the National Memorial Park. This 40-foot tall bronze monument was created to honor the heroes of Sept. 11, 2001. The three-times life-size statue recreates the now-famous photo taken by Thomas E. Franklin, a photographer for the Bergen Record, who captured the image of three firefighters raising the American flag at Ground Zero. “The monument and its flag are symbols of hope and courage for a nation deeply impacted by this tragedy,” Watts said. “It honors a moment in the history of our country and reminds us of the bravery and sacrifice made by our firefighters and by thousands of citizens, from all walks of life, who selflessly serve humankind in times of need.” The monument stands 40-feet high, 6-feet deep, and 8-feet wide. Each of the three firefighter statues weighs more than 5,000 pounds and was formed from approximately 160 bronze sections weighing between 60 to 80 pounds each.

FOUNDATION HOURS AND CONTACT INFORMATION

Foundation business hours are from 8 a.m. to 5 p.m., Monday through Friday. The Gift Shop is open during business hours and from 11 a.m. to 1 p.m. on Saturdays during State Weekends. Please take time to visit the recently renovated Memorial Chapel. Learn about the programs regarding the Foundation and the National Fallen Firefighters Memorial Weekend by tuning to Channel 23 on the campus television system.

National Fallen Firefighters Foundation

P.O. Drawer 498

Emmitsburg, MD 21727

www.firehero.org

Phone: 301-447-1365

Fax: 301-447-1645

ON-CAMPUS SERVICES

THE PUBLICATIONS CENTER

Firefighters and other first responders face a continually growing number of job responsibilities and hazards. In an effort to assist fire and emergency services departments in meeting these responsibilities and protecting personnel, the U.S. Fire Administration's Publications Center provides information resources in many formats, including books, technical reports, kits and DVDs free of charge (quantity restrictions apply).

USFA also provides fire safety education program materials for fire departments, addressing such subjects as smoke alarm maintenance, residential fire sprinklers, home fire prevention, and the increased risk of deaths and injuries to children, senior citizens, and people with disabilities.

You may order publications in the following ways:

- ▶ Web: <https://apps.usfa.fema.gov/publications/>
- ▶ Telephone: 1-800-561-3356 or 301-447-1189
(7:30 a.m. to 5 p.m. EST/EDT)
- ▶ Fax: 301-447-1213
- ▶ Mail: U.S. Fire Administration
Publications Center
Building I, Room 120
16825 South Seton Ave.
Emmitsburg, MD 21727

The majority of our publications may be downloaded from our website and reproduced locally if additional copies are required. Digital artwork to facilitate reproduction of public education materials at the local level is available upon request at the Publications Center.

While on campus, please feel free to stop by the Publications Center located in Building I, Room 120.

O’LEARY’S EMPORIUM

Forget to bring something along with you? O’Leary’s Emporium is located in Building D Basement and has a variety of toiletries, souvenirs, etc., available for purchase. You’ll find firefighter memorabilia, gifts, patches, pins, and embroidered and printed authentic apparel. O’Leary’s also offers a variety of services (i.e., rental cars, faxing, UPS and USPS mailing (no FedEx)). O’Leary’s hours of operation are as follows:

Monday to Thursday:.....10 a.m. to 10 p.m.
Friday:8:30 a.m. to 6:30 p.m.
Saturday:9 a.m. to 3 p.m.
Sunday:.....Noon to 9 p.m.
State Weekends — extended hours. Please check with the store.

- ▶ Contact information: O’Leary’s Emporium
P.O. Box 479
Emmitsburg, MD 21727
- ▶ Email: olearysnfa@aol.com
- ▶ On-campus extension: 1493
- ▶ Phone number: 301-447-2795
- ▶ Fax number: 301-447-2799

There is an ATM located across the hallway from O’Leary’s.

ABOUT EMMITSBURG

Emmitsburg, Md, was founded in 1785, is located in Frederick County, and is a relatively small community. Emmitsburg is home to the National Shrine of Saint Elizabeth Ann Seton, Mount Saint Mary's University, and the National Emergency Training Center. The NETC campus, which was the former St. Joseph College, is home to the U.S. Fire Administration's National Fire Academy and the Emergency Management Institute. You will also find the National Fallen Firefighters Memorial and the National Civil Defense Monument on the NETC campus.

The following businesses are located in the Emmitsburg area, and most are within walking distance:

Name	Location	Phone
APPAREL/CLOTHING		
CJ's Tuxedo, Custom Embroidery and Screen Printing	1 East Main St., Emmitsburg	301-447-3087
Grannie's Attic Shurt Haus	123 East Main St., Emmitsburg	301-447-3033
AUTOMOBILE REPAIRS AND SERVICES		
Bob's Quality Tire Service	17650 Creamery Road, Emmitsburg	301-447-2909
Fitzgerald's Auto Service	17307 North Seton Ave., Emmitsburg	301-447-6274
East Park Automotive	1 Creamery Way, Emmitsburg	301-447-3560
BANKS		
ATM	on campus in Building D across from O'Leary's Emporium	
PNC Bank	8 East Main St., Emmitsburg	301-447-6134
BARBER/BEAUTY SHOPS		
My Father's Footsteps	121 North Seton Ave., Emmitsburg	301-447-6600
The Total Look	5 East Main St., Emmitsburg	301-447-2541
Emmitsburg Family Barbershop	19 East Main St., Emmitsburg	301-447-3660
DENTIST		
Bringardner, Timothy	101 South Seton Ave., Emmitsburg	301-447-6662
DRY CLEANING		
Top Cleaners	101 Silo Hill Road, Emmitsburg	301-447-3262
GROCERIES/MARKETS		
E Z Fill Getty	16603 South Seton Ave., Emmitsburg	301-447-6743
Jubilee Foods	515 East Main St., Emmitsburg	301-447-6688
Paul's Pit Stop	150 South Seton Ave., Emmitsburg	301-447-6262

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Name	Location	Phone
LIBRARY		
Emmitsburg Public Library	300 South Seton Ave., Emmitsburg	301-600-6329
LODGING		
Sleep Inn	501 Silo Hill Road, Emmitsburg	301-447-0044
Stonehurst Bed & Breakfast	9436 Waynesboro Pike, Emmitsburg	301-447-2880
PHARMACY		
Med One Pharmacy	101 Silo Hill Road, Emmitsburg	301-447-6226
PHYSICIANS		
Curley, Christine	302 West Main St., Emmitsburg	301-447-3369
Portier, Bonita	121 West Main St., Emmitsburg	301-447-3310
RESTAURANTS/COFFEE SHOPS		
Carleo Italian Pizza	101 Silo Hill Road, Emmitsburg	301-447-1999
Carriage House Inn	200 South Seton Ave., Emmitsburg	301-447-2366
China Wok	101 Silo Hill Road, Emmitsburg	301-447-1889
Chubby's BBQ	16430A Old Frederick Road, Emmitsburg	301-447-3322
Holy Grounds Café	2 West Main St., Emmitsburg	301-447-3833
Ott House Pub & Restaurant	5 West Main St., Emmitsburg	301-447-2625
Palm's Restaurant	16 West Main St., Emmitsburg	301-447-3689
Pizza Hut	210 South Seton Ave., Emmitsburg	301-447-6672
Red's Tavern	135 Chesapeake Ave., Emmitsburg	301-447-6749
Rube's Crab Shack	17308 North Seton Ave., Emmitsburg	301-447-4116
Stavro's Pizza	2 East Main St., Emmitsburg	301-447-6677
Subway	101 Silo Hill Road, Emmitsburg	301-447-2059
SHIPPING/MAILING		
Blue Post Office drop box	on campus in front of Dining Hall–Building K	
E Plus Copy Center	515 East Main St., Emmitsburg	301-447-2804
Emmitsburg Post Office	305 South Seton Ave., Emmitsburg	301-447-2655
TAXI/SHUTTLE SERVICE		
Maria's Transport	113 East Main St., Emmitsburg	877-762-7427

FREQUENTLY ASKED REIMBURSEMENT QUESTIONS

1. Why must I be reimbursed electronically? Public Law 104-134 mandates that after Jan. 1, 1999, all federal payments shall be made by electronic funds transfer unless a waiver is obtained from the Secretary of the Treasury.
2. If my organization paid for my ticket, may I request that the reimbursement go to them? Due to increased restrictions by the receiving financial institutions, money will only be deposited into an account bearing your name. You may then reimburse your organization.
3. What if I don't have a checking account? The money can be deposited into a savings account. If you don't have a checking or savings account, you **must** submit a letter stating that fact, and a check will be sent to your home address. However, your reimbursement may take up to 12 weeks.
4. How will I know when my reimbursement is deposited? The entry in an account may differ from bank to bank, but most likely it will be listed as "FED SALARY, FEM2, or TREAS" and will probably **not** have your name next to it.
5. How long will it take for me to receive reimbursement? The reimbursement should be made to your account no later than six to eight weeks from the course start date. If after eight weeks you still haven't received your reimbursement, please call the Admissions Office at 301-447-1035 or email us at NETCadmissions@fema.dhs.gov to check on the status of your claim.
6. What would delay my stipend being processed? Your stipend may not be processed because of not having any of the following: 1. your airline ticket; 2. itinerary with ticket number and payment made (ticket number pending is not acceptable); 3. privately owned vehicle information; 4. request from your organization for reimbursement; or 5. the appropriate direct deposit information. If you bank with a credit union, please have them confirm your routing and account numbers.
7. What would reduce my stipend claim? Your stipend might be reduced if you purchased a refundable, first- or business-class ticket; took side trips or had extended stays; or purchased your ticket within 21 days prior to the course travel date.
8. What if I am submitting an electronic airline ticket? You must submit the itinerary receipt (listing the ticket number and showing that payment was made) at registration. If the itinerary does not identify that the ticket is nonrefundable, you need to provide us with documentation that the ticket is either nonrefundable or the cheapest fare available at the time you purchased your ticket. If you do not provide the documentation to us, we will only reimburse up to your state's ceiling amount.

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9. Will I be reimbursed for the airfare if frequent flyer miles are used? Frequent flyer miles cannot be reimbursed because you would not be incurring out-of-pocket expenses.
10. What do I need to provide if I take a side/extended trip? If the cost is less than your state's ceiling amount, you will be reimbursed for the cost of the ticket. If the cost is higher than your state's ceiling amount, your reimbursement will be limited to your state's ceiling amount. Any request for travel deviation should be requested in writing prior to purchasing a ticket.
11. Do I receive reimbursement for parking, shuttles, and travel between my home and my local airport? No, those expenses are part of the student's share of the stipend program.
12. Will I be reimbursed for my meals? No, that expense is also part of the student's share of the stipend program.
13. What is the driving mileage allowance? Your reimbursement will be limited to the current POV federal mileage allowance or the state ceiling, **whichever is less**. POV mileage is subject to validation.
14. What information should I bring when driving my POV? You must show a picture ID (we recommend you bring two in case our security level is elevated), registration card, and have your odometer readings and license tag number **prior** to receiving your room key. Some States do not require the registration to be in the vehicle. However, you must submit a copy of your POV registration to be eligible for a stipend.
15. What documentation do I need if I am driving my organizational vehicle and they want to be reimbursed for my mileage? In addition to the information listed in question 14, you also need a statement from your organization, on your organization's letterhead, stating that you are authorized to drive the vehicle and they would like you to receive reimbursement. If you carpool with another student, only **one** driver will be reimbursed. As stated in 2, the reimbursement will be made to your account. You will be responsible for reimbursing your organization.
16. What if I'm driving with family and they will be using the car off campus while I'm at NETC? You must register your car on campus prior to your family taking the car off campus, or you will not be eligible for reimbursement.